



Royal College of Art

Postgraduate Art & Design

JOB DESCRIPTION

Post:	Administrative Assistant
School:	School of Communication
Grade:	4
Responsible to:	School General Manager

Background:

The Royal College of Art is the UK's only entirely postgraduate university of art and design, dedicated to teaching, research and knowledge exchange with industry.

The College's 1967 Royal Charter specifies that the College's purpose is "to advance learning, knowledge and professional competence particularly in the field of the fine arts... through teaching, research and collaboration with industry and commerce". Fifty years on, the College remains in the vanguard of creative enquiry, with around 2,000 students from 65 countries registered for MA, MRes, MPhil and PhD degrees. Applications are strong, and the College's strategy sets out an ambitious plan both to increase student places to 3,000 by 2020 and to launch new programmes underpinned by its world-class research. Recent examples in the School of Architecture include the launch in 2017 of City Design, and Environmental Architecture, both initially at MA level but with plans to develop into research degree study.

The College is located on three sites in central London, in Kensington, Battersea and White City. In 2016 the Chancellor of the Exchequer announced an unprecedented £54 million grant to support a major expansion at Battersea to create a flagship innovation campus, housing new research centres, knowledge exchange labs and additional space for the College's highly successful business incubator, InnovationRCA. With planning consent achieved in February 2018, work on the new building started in early 2018 with the completed building being handed over in late 2020.

As well as welcoming students from around the world, the College's global dimension is enhanced through extensive links with business and industry and its partnerships with leading art and design, cultural and educational institutions; including, among many others, its neighbours in Kensington (Imperial College London, the Victoria & Albert Museum, the Royal College of Music, the Science Museum, and the Natural History Museum).

The College has over 450 permanent staff, including internationally renowned artists, designers, theorists and practitioners. These staff, together with innovative forms of teaching and learning, dedicated technical facilities and research centres, all contribute to create an exceptional creative and intellectual environment and a remarkable record of graduate employment. Numerous eminent graduates have created far-reaching impact and influence, and the College boasts such noteworthy alumni as Sir James Dyson, Thomas Heatherwick, David Hockney, Tracey Emin, Christopher Bailey, Julien McDonald,

Alison Jackson, Idris Khan, Sir David Adjaye, Suzie Templeton and Sir Ridley Scott.

School of Communication

Our experience and understanding of media, communications, society, industry and each other are going through unprecedented transformation. In response, the School of Communication has developed a pathway model which allows a dynamic and interconnected relationship between students studying Animation, Information Experience Design, Digital Direction and Visual Communication. Areas such as Graphic Design and Illustration, Sound Design, Documentary Animation and Moving Image Design sit next to more exploratory pathways in Experimental Animation, Experimental Communication and Experimental Design. The School of Communication's mixed-discipline studios and subject-specific Labs enable independent and collaborative making, play, experimentation and risk in an environment based on contextual, critical thought.

Purpose of the post:

To provide comprehensive administrative support to all School activities, encompassing programme delivery, executive education, research and knowledge exchange.

To deliver high quality information and support services to visitors, staff and students.

Main Duties and Responsibilities:

Act as first point of contact for the School

- Act as first point of contact for guests and visitors to the school, providing a warm welcome and ensuring they are supported during their visit
- Respond to student, staff and external queries, providing a high quality customer service via email, phone and face to face ensuring that any required action is taken in a timely manner and to the highest standards
- Be responsible for monitoring and responding to all queries to the School general inbox
- Act as first point of contact for students, referring more complex questions or issues to administrators and appropriate academic staff as necessary

Programme support

- Provide administrative support for the recruitment, registration, examination and certification of students
- Support recruitment and admissions, including facilitating the arrangement and delivery of entrance interviews
- Administer the engagement and payment of visiting lecturers and casual staff using the College's HR systems
- Update student records databases and files
- Improve and maintain an efficient filing system and aid in moving from paper to digital record-keeping

- Produce and distribute letters, database reports, and information as required
- Support the production of programme and unit documentation and information for students
- Support the delivery of programme timetables using the College's timetabling system
- Support in delivering the practical arrangements for School and programme events including booking rooms and catering and producing relevant documentation and associated communications
- Make updates to the College website and intranet and to Moodle pages as directed by colleagues

School administration

- Oversee updating of contacts and alumni mailing lists and databases using Raiser's Edge
- Make travel arrangements, booking accommodation and flights and processing expense claims for staff colleagues
- Order general stationery, office consumables and materials
- Support the Dean and General Manager in arranging external and internal meetings
- Support administrator colleagues in delivering activities related to public relations, promotion and recruitment and external relations
- Attend, take notes and draft documents for School and programme meetings and forums
- Facilitate timely student, research, staff and overseas payments
- Use the College's finance system to raise purchase orders and to ensure the timely payment of invoices
- Support the production of programme and School exhibitions and shows

General responsibilities

- Adhere to data protection policies and best practice in the use of all information and communication technologies
- Operate flexibly and react positively to tight deadlines and changing circumstances and requirements
- Conduct all financial matters in accordance with the RCA's policies and procedures as laid out in the financial regulations.
- Develop an awareness of School and College operations and contribute informed suggestions for improvements to school administrative and communication systems
- Perform such duties consistent with the role as may from time to time be assigned to you anywhere within the College
- Undertake health and safety duties and responsibilities appropriate to the role

Person Specification:

Essential characteristics of the postholder:

- Educated to 'A' level or equivalent or evidence of substantial relevant experience
- Demonstrable administrative experience, preferably within a Higher Education environment
- A professional and tactful manner with the demonstrable ability to deliver a positive customer service in a busy, demanding environment
- Ability to communicate clearly and with confidence with a wide range of people in person, over the phone and in writing
- Ability to plan, manage and prioritise a heavy workload whilst retaining excellent customer service standards
- High level of digital literacy and proficient in the use of productivity suites (email, calendar, documents, spreadsheets, databases) such as Microsoft Office or Google for work and the internet
- Aptitude for self-directed learning in the use of systems and processes, particularly related to finance management systems, student records systems and content management systems
- A high level of accuracy and attention to detail
- Proven ability to use initiative and creativity in problem solving and system improvement
- Demonstrable experience of taking responsibility for and successfully delivering tasks and projects on time and to a high standard
- Proven ability to work collaboratively with a wide range of stakeholders to deliver objectives on time and to a high standard

Desirable characteristics of the postholder:

- Proven experience supporting academic programme deliver in Higher Education
- Minute-taking skills
- Event organisation and coordination experience
- Awareness of standards for managing and protecting information, including information security and data protection principles
- Diary management skills, including the effective use of electronic
- An interest and enthusiasm for contemporary art, design and culture
- Experience of using systems and software such as the Customer Relationship Management (CRM) database Raiser's Edge, the financial system Agresso, the HR/Payroll systems Stonefish and iTrent, the timetabling software CELCAT, and Moodle

ADDITIONAL INFORMATION

- Location: White City
- Salary working 5 days per week: £23,998 – £26,612 per annum inclusive of London Allowance.
- Normal hours will total 35 hours per week, 9.30am to 5.30pm with an hour each day for lunch.
- 25 days annual leave, plus extended breaks at Christmas and Easter.

- A contributory defined benefit pension scheme and interest free season ticket loan are available

JUNE 2019

PAY & BENEFITS

Pension

The Royal College of Art is a member of the Superannuation Arrangements of the University of London (SAUL) which is a contributory defined benefit pension scheme. The college will contribute a sum equal to 16% of your salary while you pay 6%.

Holiday

5 weeks' (25 days) paid leave a year plus bank and public holidays normally observed in England and Wales. In addition, the college is normally closed for six days a year, one day either side of Easter and the remainder between Christmas and New Year.

Season ticket loans

Interest-free loans are available for staff to purchase annual season tickets.

Enhanced maternity and adoption pay

Qualifying employees are entitled to enhanced maternity/adoption pay: 26 weeks' full pay, 13 weeks Statutory Maternity/Adoption Pay. This compares to the statutory provision of 90% of average pay for 6 weeks followed by Statutory Maternity/Adoption Pay for 33 weeks.

Enhanced paternity pay

Qualifying employees are entitled to two weeks' paternity leave entitlement at full pay. This compares to the statutory provision of two weeks' pay at the statutory rate.

Enhanced sick pay

Occupational sick pay after six months' service is three months' full pay/three months' half pay.

24/7 confidential support

Staff and family members in their household have access to a free, external confidential support service for work, financial, legal, family and personal problems 24 hours a day, 365 days a year.

Occupational health

Occupational Health support for the College is provided by Imperial College's occupational health service at their South Kensington Campus.

Cycle to Work Scheme

The Royal College of Art has signed up to the Cycle to Work Scheme – part of the government's Green Transport Initiative – which allows employees to make significant savings on purchasing new bikes and safety equipment.

Life Cover

Active members of the SAUL pension scheme automatically receive life cover. A lump sum of four times your salary together with a refund of your contributions and a 2/3 pension for your dependent/spouse is payable should you die whilst in employment.

Library

All staff are welcome to join the college library.

Events

All staff are welcome to attend exhibitions, lectures and private views held by academic schools and programmes.